Applicant : Oliver Frick, et al.   Attorney's Docket No.: 13909-069001 / 2002P10094
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Amendments to the Claims:

This listing of claims replaces all prior versions and listings of claims in the application:

Listing of Claims:

1.   (Currently Amended) A method comprising:

reading a radio frequency identification (RFID) tag associated with a user, using an RFID sensor integrated with an information kiosk that has access to situational information that includes information about a plurality of prospective sites;

accessing user information corresponding to the RFID tag;

accessing the situational information to select a subset of the prospective sites based on the user information;

generating an interface providing a personalized agenda to the user for visiting the selected subset of sites,to the user based on the user information, [[and]] the situational information, and the selected subset of prospective sites; and

outputting the interface to the user using the information kiosk.

2.   (Previously Presented) The method of claim 1 wherein accessing user information comprises communicating with a Customer Relationship Management (CRM) system to obtain a user profile.

3.   (Currently Amended) The method of claim 2 wherein communicating with the Customer Relationship Management (CRM) backend system includes building the user profile by presenting a series of questions to the user via the kiosk.

4.   (Currently Amended) The method of claim 2 wherein the user profiles in the

Customer Relationship Management (CRM) backend system are uploaded from an attendee

registration system.

5.   (Currently Amended) The method of claim 1 wherein the situational information

includes location information and event information of the plurality of prospective sites and

wherein generating the interface comprises building a user agenda providing directions and event

descriptions that are customized to the user.

6.   (Original) The method of claim 1 wherein outputting the interface comprises

sending at least a portion of the interface to a mobile device.

7.   (Original) The method of claim 6 wherein the mobile device is a mobile phone.

8.   (Original) The method of claim 6 wherein the mobile device is a personal digital

assistant (PDA).

9.   (Original) The method of claim 1 wherein outputting the interface comprises

outputting a voice-enabled user interface.

10.   (Currently Amended) A system comprising:

an information kiosk including a display and having access to situational information that

includes information about a plurality of prospective sites and user-specific information; and

a radio frequency identification (RFID) sensor integrated with the information kiosk and

operable to read an RFID tag associated with a user;

wherein the information kiosk is operable to identify the user based on reading the RFID

tag, and is further operable to generate an interface that includes an agenda for visiting a selected

subset of the prospective sites customized to the user for presentation on the display, based on the situational information and the user-specific information.

11.   (Original) The system of claim 10 wherein the display is a touch screen.

12.   (Original) The system of claim 10 further comprising a customer relationship management (CRM) system operable to store the user-specific information.

13.   (Currently Amended) The system of claim 12 wherein the Customer Relationship Management (CRM) backend system includes user profiles.

14.   (Original) The system of claim 13 wherein the user profiles are built by presenting a series of questions to the user via the kiosk.

15.   (Currently Amended) The system of claim 13 wherein the user profiles in the Customer Relationship Management (CRM) backend system are uploaded from an attendee registration system.

16.   (Original) The system of claim 15 wherein the attendee registration system is implemented as a web-based application that allows users to register electronically on an internet.

17.   (Currently Amended) The system of claim 12 wherein the information kiosk is operable to communicate with the Customer Relationship Management (CRM) backend system via a private exchange (PBX) switch.

18.   (Original) The system of claim 17 wherein the information kiosk accesses the PBX switch in conjunction with accessing a contact information center (CIC).

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19.   (Original) The system of claim 17 wherein the information kiosk accesses the PBX switch in conjunction with accessing a voice portal operable to implement voice recognition.